Memorandum

Date:

April 12, 2010

To:

Office of Inspections

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Protective Services Division

File No.:

020.9621.A04629.034mm

Subject:

2010 FIRST QUARTER, COMMAND INSPECTIONS

Protective Services Division (PSD) has completed the Mandatory 2010 Command Inspections for the First Quarter 2010. All Sections were directed to conduct the Command level inspections of their Communications Systems. All the Sections within PSD utilized the guidelines and checklists contained in HPM 11.1, Administrative Procedures Manual, Chapter 6, and HPM 22.1, Command Inspections Program Manual, Chapter 14.

Attached are the required documents for your review. If you have any questions regarding the attached documents, please contact me or Assistant Chief Pat Burnett at (916) 323-1514.

M. J. NIVENS, Chief for

Attachments

NECETVE APK 28 2010

BY:

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
	PSD	020
EVALUATED BY		DATE
Judy Sharff, SS.	A	03/22/2010

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TOTTI CALL DO	completed in pen of	pendi, and the dupplement	can be nandwritten i	desired.		
TYPE OF EVALUA Formal E		mal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQU	uired ☑ No	☐ Correction Report	COMMANDER'S REVIEW 1. N. Bus	all for	03/29/20	
1. TELEPHO	ONE		03/19/2010	none	no	D
a. Is the	Area's telephone syste	m efficient and effective?			✓ Yes	□No
(1) Aı	re telephone locations I	beneficial to the operation?		_	✓ Yes	□No
(2) Ar	re there a sufficient nur	mber of lines?			✓ Yes	□No
(3) Ha	as any planning been u	ındertaken to address replaceme	nt or upgrading?		☐Yes	☑ No
b. Is call	answering efficient and	i effective?			✓Yes	□No
(1) W	/no is responsible for ar	nswering calls? Executive Secr	etary			
(2) W	ho answers additional i	incoming calls to ensure prompt p	public service? Admir	nistrative Lieutenant		
(a)) How is the need for a	answering additional incoming ca	ills recognized? After	a certain amount of rings	s the Lieutens	ant will
	answer the ringing	incoming line.				
(3) Ho	ow are calls handled aft	ter business hours? The phone	system is set to roll ov	er to a recording after 17	00 hours.	
			-			
(a)	Do tape recorded me	essages contain sufficient informa	ation to give guidance t	to the public?	✓ Yes	□No
(4) Are	e callers greeted prope	rly?			✓ Yes	□No
c. Are roa	d and weather conditio	ons provided?			☐Yes	✓ No
(1) Is t	the employee who prov	rides road and weather information	on given up-to-date info	ormation?	☐Yes	□No
(a)	If a tape-recorded me	essage is issued, is it updated wit	th the most current info	ormation available?	□Yes	□No
	e alternative sources, s ather bureau telephone	uch as the Caltrans Highway Info e number, provided?	ormation Network "800	" number and	□Yes	☑ No
d. Does th	ne commander require	long distance calls to be logged?			☐Yes	✓ No
e. Are Ope	erational Dial Telephor	ne (ODT), or "green phone" lines	of sufficient quantity?		✓ Yes	□No

COMMUNICATIONS SYSTEMS

(1)	Is use restricted to operational and emergency communications?	✓ Yes	□No
(2)	Are ODT directories made available to those with an ODT line?	✓ Yes	□No
f. Wh	o is assigned telephone calling cards? PSD does not issue calling cards		
(1)	Are calls logged?	☐Yes	☑ No
(2)	Are telephone billings reviewed for accuracy and potential abuse?	✓ Yes	□No
(3)	Is use appropriate?	✓ Yes	□No
g. Wh	o answers calls on Telecommunications Device for the Deaf (TDD)? N/A		
(1)	Are procedures and requirements to communicate with persons with hearing or speech disabilities understood?	☐Yes	□No
(2)	When was the last time the TDD was tested to ensure proper functioning? $$ N/A		
	procedures in place to acquire services of interpreters for non-English languages and American Sign		The Later
Lan	guage?	☐ Yes	☑ No
i. Are	personnel familiar with the telephone system and related equipment?	✓ Yes	□No
(1)	Can programmed functions and features be used efficiently?	✓ Yes	□No
(2)	Who is authorized to program telephones? CPS OSSI		
	(a) Has special training been received?	✓ Yes	□No
(3)	Are speed dial numbers programmed?	✓ Yes	□No
	(a) Is the list updated/kept current?	✓ Yes	□No
(4)	Telephone management informational statistical reports reviewed and filed?	Yes	☑ No
j. Whe	re are assigned cellular telephones located? The Chief, Assistant Chief and Administrative Lieutenant car	ry their cel	l phones
with	them at all times.		
(1)	Does use comply with policy?	✓ Yes	□No
(2)	How is maintenance and repair handled? Through Telecommunications Section		
(3)	Are billings reviewed and approved?	✓ Yes	□No
. MANAG	EMENT INFORMATION SYSTEM (MIS) EVALUATED ACTION REQUIRED	CORRECTED	
a. Pers			
(1)	Are all MIS equipment operators authorized?	✓ Yes	□No
	(a) What specific employee(s) is held accountable for data entry? The Executive Secretary		
	·		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

CHP 453P (Rev. 7-06) OPI 009					
(b) Is there an MIS-trained alterna	te?			✓ Yes	□No
(c) Are supervisors MIS-trained?				✓ Yes	□No
(d) Are all operators proficient?				✓ Yes	□No
(2) Has a background check been perf Enforcement Telecommunication		perators having access to	the California Law	✓ Yes	□No
(3) Has a Department of Justice audit of	of Area's criminal record	ds taken place?		✓ Yes	□No
(a) If problems have been identifie	d by the audit process,	what corrective action ha	s been initiated?		
b. Messages					
(1) Is the comm-net system being used	to the fullest extent po	ssible?		✓ Yes	□No
(2) Are messages formatted properly?				✓ Yes	□No
(3) Are all transmitted messages autho	rized?			✓Yes	□No
(4) How frequently are incoming messa	ages checked? As the	y arrive on the printer thr	oughout the day		
(5) Is distribution and filing of MIS mess	sages efficient?			✓ Yes	□No
(a) Is the commander notified of significant	gnificant messages afte	er regular business hours?	?	☐Yes	 No
c. Equipment					
(1) Adequate and properly located?				✓ Yes	□No
(a) Messages visible to the public?				☐Yes	✓ No
(2) Noise or heat problem?				☐Yes	✓ No
(3) Have arrangements for after-hours	maintenance been mad	le (e.g., paper supply, pov	ver source, etc.)?	☐Yes	✓ No
(4) Is there proper security to counter u	nauthorized use?			✓ Yes	□No
(5) Is there employee awareness and a	n established protocol	to prevent spilling liquids	onto the keyboard?	✓ Yes	□No
d. Data Entry and Evaluation					
(1) Is all data promptly and accurately e	entered?			☐Yes	□No
(a) Does time taken for data entry a	appear reasonable?			☐Yes	□No
(2) Are procedures outlined in Chapter being followed to reconcile data entr			m User's Guide,	□Yes	□No
(a) How does the error rate compa	re to Division and state	wide average error rates?			
3. RADIO - NONDISPATCH OFFICE		EVALUATED N/A	ACTION REQUIRED	CORRECTED	
a. Radio Use			,		
(1) Is use of the Area's base station ber	neficial?			☐ Yes	□No

AREA MANAGEMENT EVALUATION

CHP 453I	P (Rev. 7-06) OPI 009				
	(a) What are some of the uses? PSD does not have a bas	e station. Section 3 is N	J/A		
(2)	Is the use appropriate?			☐ Yes	□ No
(3)				☐ Yes	□No
	(a) Were Public Safety Dispatch Supervisors (PSDSs) con	sulted for their input?		☐ Yes	□No
b. Ef	ficiency				
(1)	Range of transmitter and quality of reception adequate?			☐ Yes	□No
(2)	Consolette in a location for effective monitoring and use?			☐Yes	□No
4. RADI	O - DISPATCH OFFICE	N/A	ACTION REQUIRED	CORRECTED)
a. Sı	pervision				
(1)	Is the supervisor or an alternate available to Public Safety D	ispatchers (PSDs)?		☐ Yes	□No
(2)	Is supervision effective?			☐Yes	□No
(3)	s) Is shift staffing appropriate?			☐Yes	□No
	(a) Are PSDs performing routine clerical jobs?			☐Yes	□No
(4)	(4) Does scheduling for PSDs provide for individual as well as operational needs?			☐Yes	□No
	(a) Is vacation scheduling adequate?			☐Yes	□No
	(b) Are lunch and rest breaks appropriately arranged?			☐Yes	□No
	(c) Is there relief for solo PSDs?			☐ Yes	□No
(5)	Are leave credits (including use of sick leave) managed prop	perly?		☐Yes	□No
	(a) Is there any evidence of sick leave abuse by employees	s?		☐Yes	□No
	(b) Is a sick leave tracking system in place?			☐Yes	□No
b. Tra	nining				
(1)	Are new PSDs assigned training with a certified Communica	itions Training Specialis	1?	☐Yes	□No
	(a) Does the training specialist utilize HPG 60.4, Public Saf checklists, to train new PSDs?	ety Dispatchers Training	g Guide, including	□Yes	□No
(2)	Does the PSDS fully participate in the training process?			☐Yes	□No
(3)	Have PSDs been scheduled to attend Phase I, Phase II, and	In-Service training as a	appropriate?	☐Yes	□No
(4)	Has the PSDS attended Nonuniformed Supervisory Training In-Service Training?	and Public Safety Disp	atch Supervisor	∐Yes	□No
(5)	Does the Communications Center conduct frequent and ong	oing training?		☐Yes	□No
	(a) Are agendas and minutes prepared?			☐ Yes	□No

COMMUNICATIONS SYSTEMS

CHI	4551	- (Nev. 1-00) OF1 003		
	. Ec	puipment		
	(1)	What is the condition of the radio equipment?		
-		(a) Need of replacement?	☐Yes	□No
		(b) Capabilities sufficient?	☐Yes	□No
		(c) Who authorizes repairs?		
		(d) Has repair overtime been kept to a minimum?	☐Yes	□No
		(e) Are trouble reporting requirements met?	☐Yes	□No
	(2)	Are personnel aware of the full capability of the radio equipment?	☐Yes	□No
d	. Co	mmunications Center		
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	☐Yes	□No
		(a) Sufficient space available for reference materials?	□Yes	−□No
		(b) Maps current?	☐Yes	□No
		(c) Reference material convenient for PSDs?	☐Yes	□No
		(d) Is knowledge of reference material apparent?	☐Yes	□No
	(2)	Is the appearance of the Communications Center businesslike?	☐Yes	□No
		(a) Is access limited to avoid distractions to PSDs?	□Yes	□No
		(b) Does each PSD have a location for storage of personnel items?	□Yes	□No
	(3)	Is lighting adequate?	□Yes	□No
	(4)	Have background noise-dampening materials been installed?	☐Yes	□No
	(5)	Is heating and cooling adequate?	☐Yes	□No
	(6)	Are restrooms located nearby?	□Yes	□No
e.	Pro	ocedures		
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	□Yes	□No
		(a) Are procedures current and adequate?	☐Yes	□No
f.	Rec	ords		
	(1)	Are message logs/radio cards legible?	☐Yes	□No
		(a) Are they used properly?	□Yes	□No
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	□Yes	□No
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	□Yes	□No
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

CHP	453F	P (Rev. 7-06) OPI 009				
	(5) Does the filing system allow information to be easily retriev	ed?		☐Yes	□No
	(6	(6) Is too much or too little information being logged?				□No
	(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?				☐Yes	□No
g	. Ef	fectiveness				
	(1)	Are PSDs proficient?			☐Yes	□No
	(2)	What is the overall quality of the dispatch operation?				
,						
	(3)	Is staffing sufficient?			☐Yes	□No
h.	. Ec	quipment Room				
	(1)	Is the room being used for storage of anything other than c	ommunications equipmen	t?	☐ Yes	□No
	(2)	Is the room clean?			☐Yes	□No
	(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?				☐ Yes	□No
	(4) Are procedures for reporting malfunctions in place, and are they understood by employees?				☐Yes	□No
	(5) Is electrical equipment protected by an uninterrupted power source?			☐Yes	□No	
	(6)	Is there a procedure in place for testing emergency back-up	power sources?		☐Yes	□No
i.	Ge	nerator Room				
	(1)	Do you have a generator room?			☐Yes	□No
	(2)	Is the generator room used for storage?			☐Yes	□No
	(3)	If used for storage, are items flammable?			□Yes	□No
	(4) Is generator easily accessible?				☐Yes	□No
5. R.	ADIO	DISPATCH - EMERGENCY INCIDENT OPERATION	N/A	ACTION REQUIRED	CORRECTED)
a.	Re	sponsibilities				
	(1)	Is there an awareness among employees of the Departmen state agency coordination at emergency/hazardous materia		ent command and	□Yes	□No
	(2)	Are required notifications made by communications person	nel?		☐Yes	□No
	(3)	If assigned, what is the function of the watch officer?				
-	(4)	Are communications personnel familiar with HPM 50.1, Eme Operations Manual?	ergency Incident Manage	ment Planning &	□Yes	□No
b.	Pro	ocedures				
	(1)	Have dispatch operation emergency procedures been incor	porated into a SOP?		Yes	□No
		(a) Is the SOP in compliance with HPM 50.1, Emergency In Manual?	ncident Management Plai	nning & Operations	□Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

0111	-001	(164.1700) 017000		
	(2)	Procedures current, adequate and clear?	Yes	□No
	(3)	Are there established evacuation procedures?	☐Yes	□No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	□Yes	□No
С	Re	eference Material		
	(1)	Does the dispatch office maintain an emergency incident library?	☐Yes	□No
		(a) Is the reference material current?	☐Yes	□No
		(b) Who maintains the library?		
		(c) Do communications personnel know how to obtain reference material?	☐Yes	□No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	□Yes	□No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐Yes	□No
d.	Pι	ublic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	Yes	□No
	(2)	Does the supervisor participate in post-incident critiques?	☐Yes	□No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	☐Yes	□No
e.	Do	ocumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	☐Yes	□No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
	(3)	Do Communications Center personnel provide input for post-incident critiques?	☐Yes	□No
	(4)	Who is responsible for preparation of After Action Reports?		
f.	Tra	ining		
	(1)	Has training been provided to communications personnel in emergency incident procedures?	☐Yes	□No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	Yes	□No
		(a) Has all training been documented?	☐Yes	□No
	(3)	Is there an understanding of the CHP incident command function?	☐Yes	□No
	(4)	Has a priority list for personnel training been established?	□Yes	□No
	(5)	Who coordinates the training?		

COMMAND INSPECTIONS PROGRAM EXCEPTIONS DOCUMENT

Command:	Division: PSD — 020	Chapter: Chapter 14
Judy Sharff, SS	4	Date: 03/22/2010

Page 1 of 3

INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, cor	Inspection docume	on number. Under "Forw ent shall be utilized to doc	ard to:" enter the nex cument innovative pra	
TYPE OF INSPECTION ☑ Division Level ☐ Command L ☐ Executive Office Level	.evel	Total hours expended inspection:	d on the	☐ Corrective Action Plan Included☐ Attachments Included
Follow-up Required:	Forwa			
Chapter Inspection: Inspector's Comments Regard	ding Ir	novative Practices	:	
N/A				
Command Suggestions for St	atewid	e Improvement:		
None				

The Communications System within PSD works efficiently and effectively. Incoming phone calls are answered promptly by the Executive Secretary. After hours phone calls are routed to the PSD recording for further instructions.

Inspector's Findings:

COMMAND INSPECTIONS PROGRAM EXCEPTIONS DOCUMENT

Page	2	of	3
rau	<i>= _</i>	OI	J

Command:	Division: PSD - 020	Chapter: Chapter 14
Judy Sharff,	SSA	Date: 03/22/2010

Page 2 of 3		T I
Commander's Response: ⊠ Concur or □	Do Not Concur (Do Not Concur shall docun	nent basis for response)
	"	
Inspector's Comments: Shall address non co	nourrence by commander (e.g. findings revised	d findings unchanged
etc.)	mountence by commander (e.g., midings revised	a, mangs anonangea,
	ž.	
<u>\$1[5111] </u>		
Required Action		
Corrective Action Plan/Timeline		
Corrective / Cotton 1 Idn/ Timeline		
	К.	
Cample use would like to discuss this general with	COMMANDER'S SIGNATURE	DATE
the reviewer.	QR B	1/20/10
(See HPM 9.1, Chapter 8 for appeal procedures.)	INSRECTOR'S SIGNATURE	1
	Sudy a. Sharff	3/22/2010
1 - 2	RÉVIEWER'S SIGNATURE	DATE
employee Concur Do not concur	IR Bundo J	4/26/16

Memorandum

Date:

March 16, 2010

To:

Protective Services Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Judicial Protection Section

File No.:

021.11545

Subject:

QUARTERLY COMMAND INSPECTION - FIRST QUARTER

Judicial Protection Section (JPS) has completed its inspection of Chapter 14, *Communications Systems*. There were no discrepancies, and comments were noted in the Commander's Response section on the Exceptions Document related to Non-Applicable events.

If you have any questions, I can be reached at (415) 865-7900.

L. MOBLEY, Lieutenant

Commander

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

M	

Division: Chapter: PSD Chapter 14

Inspected by: Sergeant Aron Ching, 14984

Command:

JPS

Date: 03/15/10

Page 1 of 3

INSTRUCTIONS: This document shall be number of the inspection in the Chapter I shall be routed to and its due date. This improvement, identified deficiencies, corrections.	docume	ent shall be utilized to do	/ard to:" enter the ne	fill in the blanks as indicated. Enter the chapter ext level of command where the document ractices, suggestions for statewide e used if additional space is required.
TYPE OF INSPECTION ☐ Division Level ☐ Command Lo		Total hours expende inspection: 2 HOURS		☐ Corrective Action Plan Included ☐ Attachments Included
Follow-up Required:	Forwa	rd to:		
☐ Yes	Due D	ate:		
Chapter Inspection:	MIE (17-15-16 (3.5.1")	WIND IN SUCCESSION	
		How M. Tours		
Inspector's Comments Regard None.	ding In	novative Practices):	
TVOIIC.				
Command Suggestions for Sta	atewid	e Improvement:		
None.	atewio	e improvement.		
Inspector's Findings:				
None.				
Commander's Response: ⋈ C	Concu	r or □ Do Not Con	CUT (Do Not Conc	cur shall document basis for response)

Judicial Protection Section (JPS) is a Headquarters Command assigned under Assistant Commissioner, Field, and does not have many of the responsibilities outlined in the Area Management Evaluation, Chapter 14 Communications Systems. Specifically, JPS does not maintain a Communications Center.

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 2 of 3

Command:	Division:	Chapter:
JPS	PSD	Chapter 14
Inspected by: Sergeant Aro	n Ching, 14984	Date: 03/15/10

Inspector's Comments:	Shall address non concurrence by commander (e.g., findings revised	findings unchanged
etc.)	The second of th	, infulligs unchanged,

None.

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 3 of 3

Command:	Division:	Chapter:
JPS	PSD	Chapter 14
Inspected by: Sergeant Arc	on Ching, 14984	Date: 03/15/10

	KI CYZENI IS NO.
Required Action	
	A STATE OF
Corrective Action Plan/Timeline	
None.	

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	DATE 03/16/10
	INSPECTOR'S SIGNATURE	DATE 03/15/10
Reviewer discussed this report with employee Concur Do not concur	REVIEWER'S SIGNATURE	DATE

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
021/JPS	PSD	Chapter 14
EVALUATED BY	*	DATE
Sergeant Aron Ching		03/15/2010

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION ☐ Formal Evaluation ☑ Infor	mal Evaluation	SUSPENSE DATE		
FOLLOW-UP REQUIRED Yes No	☐ Correction Report	COMMANDER'S REVIEW	03/16/20	
1. TELEPHONE		03/15/2010 ACTION REQUIRED None.	CORRECTE	D
a. Is the Area's telephone syste	em efficient and effective?	. ,	✓ Yes	□No
(1) Are telephone locations	beneficial to the operation?		✓ Yes	□No
(2) Are there a sufficient nu	mber of lines?		✓ Yes	□No
(3) Has any planning been	undertaken to address replacem	ent or upgrading?	✓ Yes	□ No
b. Is call answering efficient and	d effective?		✓ Yes	□No
(1) Who is responsible for a	nswering calls? All assigned.	JPS employees.		
(2) Who answers additional	incoming calls to ensure promp	t public service? All assigned JPS employees.		
(a) How is the need for	answering additional incoming of	calls recognized? All assigned JPS employees.		
(3) How are calls handled a	fter business hours? Answerin	g machine.		
(a) Do tape recorded m	essages contain sufficient inform	nation to give guidance to the public?	✓ Yes	□No
(4) Are callers greeted prope	erly?		✓ Yes	□No
c. Are road and weather conditi	ons provided?		☐ Yes	 ✓ No
(1) Is the employee who pro	vides road and weather informa	tion given up-to-date information?	☐ Yes	☑ No
(a) If a tape-recorded m	essage is issued, is it updated v	with the most current information available?	☐Yes	✓ No
(2) Are alternative sources, weather bureau telephon		nformation Network "800" number and	□Yes	✓ No
d. Does the commander require	long distance calls to be logged	1?	☐Yes	✓ No
e. Are Operational Dial Telepho	ne (ODT), or "green phone" line	s of sufficient quantity?	☐ Yes	☑ No
	_			

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

7111 100	1 (104.7 00) 01 1 000		
(1) Is use restricted to operational and emergency communications?	✓ Yes	□ No
(2	Are ODT directories made available to those with an ODT line?	☐ Yes	✓ No
f. W	ho is assigned telephone calling cards? N/A		
(1) Are calls logged?	☐Yes	□ No
(2) Are telephone billings reviewed for accuracy and potential abuse?	☐ Yes	□ No
(3) Is use appropriate?	☐ Yes	□No
g. W	ho answers calls on Telecommunications Device for the Deaf (TDD)? N/A		
(1)	Are procedures and requirements to communicate with persons with hearing or speech disabilities understood?	✓ Yes	□No
(2)	When was the last time the TDD was tested to ensure proper functioning? N/A		
h. Ar	e procedures in place to acquire services of interpreters for non-English languages and American Sign		
	inguage?	✓ Yes	□ No
	personnel familiar with the telephone system and related equipment?	✓ Yes	□ No
	Can programmed functions and features be used efficiently?	✓ Yes	□ No
(2)	1 - 0		
	(a) Has special training been received?	✓ Yes	□ No
(3)	Are speed dial numbers programmed?	✓ Yes	□ No
	(a) Is the list updated/kept current?	✓ Yes	□No
(4)	The state of the s	✓ Yes	□No
j. Wh	ere are assigned cellular telephones located? N/A		
(1)	Does use comply with policy?	✓ Yes	□ No
(2)	How is maintenance and repair handled? Telecommunications Section		
(0)			
	Are billings reviewed and approved? EVALUATED ACTION REQUIRED	✓ Yes	□ No
MANA	GEMENT INFORMATION SYSTEM (MIS) 03/15/2010 None.	CORRECTED	
a. Per	rsonnel		
(1)	Are all MIS equipment operators authorized?	✓ Yes	□No
	(a) What specific employee(s) is held accountable for data entry? Office Technician		
	Donkey Descious Faltiture		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **COMMUNICATIONS SYSTEMS**

1P 453P (Rev. 7-06) OPI 009		
(b) Is there an MIS-trained alternate?	✓ Yes	□No
(c) Are supervisors MIS-trained?	✓ Yes	□No
(d) Are all operators proficient?	✓ Yes	□No
(2) Has a background check been performed on those MIS operators having access to the California Enforcement Telecommunications System (CLETS)?	_aw ☑ Yes	□No
(3) Has a Department of Justice audit of Area's criminal records taken place?	☐Yes	✓ No
(a) If problems have been identified by the audit process, what corrective action has been initiated	1?	
b. Messages		
(1) Is the comm-net system being used to the fullest extent possible?	✓ Yes	□ No
(2) Are messages formatted properly?	✓ Yes	☐ No
(3) Are all transmitted messages authorized?	✓ Yes	□No
(4) How frequently are incoming messages checked? Twice Daily		
(5) Is distribution and filing of MIS messages efficient?	✓ Yes	□ No
(a) Is the commander notified of significant messages after regular business hours?	✓ Yes	□No
c. Equipment		
(1) Adequate and properly located?	✓ Yes	□ No
(a) Messages visible to the public?	☐ Yes	 ✓ No
(2) Noise or heat problem?	☐Yes	✓ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.	:.)?	□ No
(4) Is there proper security to counter unauthorized use?	✓ Yes	□No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keybo	ard? ☑ Yes	□No
d. Data Entry and Evaluation		
(1) Is all data promptly and accurately entered?	✓ Yes	□No
(a) Does time taken for data entry appear reasonable?	✓ Yes	□ No
(=, = ===, -, -, -, -, -, -, -, -, -, -, -, -, -,		
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guid being followed to reconcile data entry with the Daily Transaction/Error Report?		□No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guid		□No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guid being followed to reconcile data entry with the Daily Transaction/Error Report?	✓ Yes	□ No

COMMUNICATIONS SYSTEMS

		(
		(a) What are some of the uses? JPS does not have use of an Area base station.		
	(2)	Is the use appropriate?	Yes	□No
	(3)	Is there any interference with dispatch point operations?	☐ Yes	□No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☐Yes	□No
b	. Eff	iciency		
	(1)	Range of transmitter and quality of reception adequate?	☐Yes	□No
	(2)		☐ Yes	□No
4. R	ADIC	D - DISPATCH OFFICE EVALUATED ACTION REQUIRED None.	CORRECTED	
а	. Su	pervision UPS DOBS NOT MOVE A DISPATCH OFFICE	E.	A/A
	(1)	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	Yes	□No
	(2)	Is supervision effective?	☐Yes	□No
	(3)	Is shift staffing appropriate?	☐Yes	□No
		(a) Are PSDs performing routine clerical jobs?	☐Yes	□No
	(4)	Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	□No
		(a) Is vacation scheduling adequate?	☐Yes	□No
		(b) Are lunch and rest breaks appropriately arranged?	Yes	□No
		(c) Is there relief for solo PSDs?	☐Yes	□No
	(5)	Are leave credits (including use of sick leave) managed properly?	Yes	□No
		(a) Is there any evidence of sick leave abuse by employees?	Yes	□No
		(b) Is a sick leave tracking system in place?	☐Yes	□No
b	Tra	aining		
	(1)	Are new PSDs assigned training with a certified Communications Training Specialist?	Yes	□No
		(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	□No
	(2)	Does the PSDS fully participate in the training process?	☐Yes	□No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	□No
	(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	□No
	(5)	Does the Communications Center conduct frequent and ongoing training?	☐ Yes	□No
		(a) Are agendas and minutes prepared?	Yes	□No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

СПР	4001	(Rev. 7-06) OPI 009		
C,	Eq	uipment		
	(1)	What is the condition of the radio equipment?		
		(a) Need of replacement?	☐ Yes	□No
		(b) Capabilities sufficient?	☐Yes	□No
		(c) Who authorizes repairs?		
		(d) Has repair overtime been kept to a minimum?	☐Yes	□No
		(e) Are trouble reporting requirements met?	☐Yes	□No
	(2)	Are personnel aware of the full capability of the radio equipment?	☐Yes	□No
d.	Со	mmunications Center		
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	☐Yes	□No
		(a) Sufficient space available for reference materials?	Yes	□No
		(b) Maps current?	☐Yes	□No
		(c) Reference material convenient for PSDs?	☐ Yes	□No
		(d) Is knowledge of reference material apparent?	☐ Yes	□No
	(2)	Is the appearance of the Communications Center businesslike?	Yes	□No
		(a) Is access limited to avoid distractions to PSDs?	Yes	□No
		(b) Does each PSD have a location for storage of personnel items?	Yes	□No
	(3)	Is lighting adequate?	☐ Yes	□No
_	(4)	Have background noise-dampening materials been installed?	☐ Yes	□No
	(5)	Is heating and cooling adequate?	☐ Yes	□No
	(6)	Are restrooms located nearby?	☐ Yes	□No
e,	Pro	cedures		
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	□No
		(a) Are procedures current and adequate?	☐ Yes	□No
f.	Rec	ords		
	(1)	Are message logs/radio cards legible?	☐ Yes	□No
		(a) Are they used properly?	☐ Yes	□No
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	□No
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	□No
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **COMMUNICATIONS SYSTEMS**

		(1.64. 1.66) 61.166				
	(5	Does the filing system allow information to be easily retri	ieved?		☐ Yes	□No
	(6	Is too much or too little information being logged?			☐ Yes	□No
	(7	Are PSDs aware of the importance of accurate monthly t	telephone and radio volum	ie data reports?	☐ Yes	□No
	g. E	fectiveness				
	(1	Are PSDs proficient?			☐ Yes	□No
	(2	What is the overall quality of the dispatch operation?				
	(3	Is staffing sufficient?			☐ Yes	□No
	h. E	uipment Room				
	(1	Is the room being used for storage of anything other than	n communications equipm	ent?	☐ Yes	□No
	(2	Is the room clean?			☐ Yes	□No
	(3	Is cabling for radios and telephones in disarray or mainta	ained in protective conduit	?	☐Yes	□No
	(4	Are procedures for reporting malfunctions in place, and a	are they understood by em	ployees?	☐Yes	□No
	(5	Is electrical equipment protected by an uninterrupted pov	ver source?		☐ Yes	□No
	(6	Is there a procedure in place for testing emergency back-	-up power sources?		☐ Yes	□No
	i. Ge	nerator Room				
	(1)	Do you have a generator room?			☐ Yes	□No
	(2)	Is the generator room used for storage?			☐ Yes	□No
	(3)	If used for storage, are items flammable?			☐ Yes	□No
	(4)	Is generator easily accessible?			☐ Yes	□No
5.	RADI	DISPATCH - EMERGENCY INCIDENT OPERATION	03/15/2010	None.	CORRECTED	
	a. Re	sponsibilities				
	(1)	Is there an awareness among employees of the Departm state agency coordination at emergency/hazardous mate	ent's responsibility for inc rials incidents?	dent command and	□Yes	□No
	(2)	Are required notifications made by communications person	onnel?		☐ Yes	□No
	(3)	If assigned, what is the function of the watch officer?				
	(4)	Are communications personnel familiar with HPM 50.1, E Operations Manual?	mergency Incident Manaç	gement Planning &	☐ Yes	□No
	b. Pr	ocedures				
	(1)	Have dispatch operation emergency procedures been inc	corporated into a SOP?		☐ Yes	□No
		(a) Is the SOP in compliance with HPM 50.1, Emergency Manual?	y Incident Management P	lanning & Operations	☐Yes	□No
						63

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION **COMMUNICATIONS SYSTEMS**

CHP	CHP 453P (Rev. 7-06) OPI 009							
	(2)	Procedures current, adequate and clear?	☐ Yes	□No				
	(3)	Are there established evacuation procedures?	☐Yes	□ No				
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	□No				
C.	Re	ference Material						
	(1)	Does the dispatch office maintain an emergency incident library?	☐ Yes	□No				
		(a) Is the reference material current?	☐ Yes	□No				
		(b) Who maintains the library?						
		(c) Do communications personnel know how to obtain reference material?	☐ Yes	□No				
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	□Yes	□No				
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐Yes	□No				
d.	Pul	olic Safety Dispatch Supervisor						
	(1)	Does the supervisor become actively involved during emergency incidents?	☐Yes	□No				
	(2)	Does the supervisor participate in post-incident critiques?	☐Yes	□No				
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	☐Yes	□No				
e.	Do	cumentation Procedures						
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	☐Yes	□No				
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?						
	(3)	Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	□No				
	(4)	Who is responsible for preparation of After Action Reports?						
f.	Тгаі	ning						
	(1)	Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	□No				
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	□No				
		(a) Has all training been documented?	☐ Yes	□No				
	(3)	Is there an understanding of the CHP incident command function?	☐ Yes	□No				
	(4)	Has a priority list for personnel training been established?	☐Yes	□No				
	(5)	Who coordinates the training?						

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
DPS -N	PSD	023
EVALUATED BY		DATE
Sergeant Connie Lambres		03/25/2010

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

ionn can	be completed in penio	i pericii, arid the Supplemen	it can be nandwritten it c	lesireu.		
TYPE OF EVA		mal Evaluation	SUSPENSE DATE 03/29/2010			
FOLLOW-UP I	REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	11.	DATE	
✓ Yes	□No	BY	Man Ull	mlina	4/5	10
1. TELEF	PHONE		03/06/2010	ACTION REQUIRED None	CORRECTE)
a. Is t	he Area's telephone syste	em efficient and effective?	40.000	1,1000	□Yes	✓ No
(1)	Are telephone locations	beneficial to the operation?			✓ Yes	□No
(2)	Are there a sufficient nu	mber of lines?			✓ Yes	□No
(3)	Has any planning been	undertaken to address replacen	nent or upgrading?		☐Yes	☑ No
b. Is c	call answering efficient an	d effective?			✓Yes	□No
(1)	Who is responsible for a	nswering calls? OFFICE TE	CHNICIAN AND STAFF	SERVICE ANALYIS	T	
(2)	Who answers additional	incoming calls to ensure promp	ot public service? UNIFO	RM PERSONNEL		
	(a) How is the need for	answering additional incoming	calls recognized? IF AN	INCOMING CALL IS	NOT ANSW	ERED IN A
	FEW RINGS, UNI	FORM PERSONNEL WILL A	ANSWER. IF NO ONE IN	I AVAILABLE TO AN	SWER VOI	CEMAIL
	WILL PICK UP T	HE CALL				
(3)	How are calls handled a	fter business hours? VOICEN	MAIL MESSAGING			
					75	
	(a) Do tape recorded m	essages contain sufficient infor	mation to give guidance to	the public?	✓ Yes	□No
(4)	Are callers greeted prop	erly?			✓ Yes	□No
c. Are	road and weather conditi	ons provided?		N/A	☐Yes	✓ No
(1)	Is the employee who pro	vides road and weather informa	ation given up-to-date infor		☐ Yes	□No
	(a) If a tape-recorded m	essage is issued, is it updated	with the most current infor	mation available?	☐Yes	□No
(2)	Are alternative sources, weather bureau telephor	such as the Caltrans Highway I ne number, provided?	nformation Network "800"	number and	□Yes	☑ No
d. Doe	es the commander require	long distance calls to be logge	ed?		☐Yes	✓ No
e. Are	Operational Dial Telepho	ne (ODT), or "green phone" line	es of sufficient quantity?	NA	☐Yes	□No
			181			34

nr.	400P	(Rev. 7-06) OPI 009				
	(1)	Is use restricted to operational and emergency commun	nications?	HA	☐Yes	□No
	(2)	Are ODT directories made available to those with an OI	OT line?		☐Yes	□No
f.	Wh	o is assigned telephone calling cards? N/A - DPS does	not have calling cards.			
_	(1)	Are calls logged?			☐ Yes	□ No
	(2)	Are telephone billings reviewed for accuracy and potent	tial abuse?		☐ Yes	□ No
	(3)	Is use appropriate?			Yes	□ No
g.	Wh	o answers calls on Telecommunications Device for the D	Deaf (TDD)? CALIFO	RNIA RELAY SERVICI	E IS USED TE	IROUGH
	JO	JR DISPATCH CENTERS				
	(1)	Are procedures and requirements to communicate with understood?	persons with hearing o	r speech disabilities	✓ Yes	□No
	(2)	When was the last time the TDD was tested to ensure p	proper functioning? N	/A		
h.		procedures in place to acquire services of interpreters for	or non-English language	es and American Sign		
	Lar	nguage?			✓ Yes	□No
i. —	Are	personnel familiar with the telephone system and related	l equipment?		✓ Yes	□No
	(1)	Can programmed functions and features be used efficient	ently?		✓ Yes	□No
	(2)	Who is authorized to program telephones? TELECON	MMUNICATIONS SE	CTION		
		(a) Has special training been received?			☐Yes	✓ No
	(3)	Are speed dial numbers programmed?			✓ Yes	□No
		(a) Is the list updated/kept current?			✓ Yes	□No
	(4)	Telephone management informational statistical reports	reviewed and filed?		√ Yes	□No
į.	Whe	ere are assigned cellular telephones located? ALL UNI	FORM PERSONNEL	ARE ASSIGNED A CEI	LL PHONE	
	(1)	Does use comply with policy?			✓ Yes	□No
	(2)	How is maintenance and repair handled? PROBLEMS	ARE REPORTED TO	TELECOMMUNICATIO	ONS SECTION	I
	(3)	Are billings reviewed and approved?			✓ Yes	□No
M	NA	GEMENT INFORMATION SYSTEM (MIS)	03/26/2010	ACTION REQUIRED None	CORRECTED)
а,	Per	sonnel	2 m c. 20 (20 m 20) (30)	(0.000000)		
	(1)	Are all MIS equipment operators authorized?			✓ Yes	□No
		(a) What specific employee(s) is held accountable for o	lata entry? DOROTH	IN COLOURT (OT) AND C	ADA IOUNISA	ON (SSA)

CHP 453	P (Rev. 7-06) OPI 009				
	(b) Is there an MIS-trained alternate?			Yes	✓ No
	(c) Are supervisors MIS-trained?			✓ Yes	□No
	(d) Are all operators proficient?			✓ Yes	□No
(2	2) Has a background check been performed on those M Enforcement Telecommunications System (CLE		ss to the California Law	✓ Yes	□No
(3	Has a Department of Justice audit of Area's criminal relations	records taken place?		✓ Yes	□No
	(a) If problems have been identified by the audit pro-	cess, what corrective action	on has been initiated? No p	roblems we	re identified
	by the audit.				
h N	1				
	lessages) Is the comm-net system being used to the fullest exte	ent nossible?		✓ Yes	□No
(1	t) Are messages formatted properly?	int possible !		✓ Yes	□ No
	Are all transmitted messages authorized?			✓ Yes	□ No
(4		DAILY		(F) 1110	
(5		711121		✓ Yes	□No
(5	(a) Is the commander notified of significant message	s after regular business h	ours?	✓ Yes	□No
c F	quipment	o and regalar sacrifices in			
) Adequate and properly located?			✓ Yes	
	(a) Messages visible to the public?			 ☐ Yes	 ☑ No
(2				 ☐ Yes	 ☑ No
(3)		n made (e.g., paper supply	y, power source, etc.)?	✓ Yes	□No
) Is there proper security to counter unauthorized use?			 ✓ Yes	 □ No
) Is there employee awareness and an established prof	cocol to prevent spilling liq	uids onto the keyboard?	✓ Yes	□No
d. D	ata Entry and Evaluation				
(1)) Is all data promptly and accurately entered?			✓ Yes	□No
	(a) Does time taken for data entry appear reasonable			✓ Yes	No
(2)	Are procedures outlined in Chapter 8 of HPG 40.72, No. 10 being followed to reconcile data entry with the Daily Tr		System User's Guide,	✓ Yes	□No
	(a) How does the error rate compare to Division and	statewide average error r	ates?		
				Language	·
. RADI	O - NONDISPATCH OFFICE	03/26/2010	None None	CORRECTED	9
a. Ra	adio Use NA				
(4)	Is use of the Area's base station beneficial?			☐Yes	☑ No

CHP	4531	(Rev. 7-06) OPI 009		
		(a) What are some of the uses? N/A - DPS does not have a Area base station.		
	(2)	Is the use appropriate?	☐ Yes	□No
	(3)	Is there any interference with dispatch point operations?	☐ Yes	□No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☐ Yes	□No
b	. Ef	ciency NA		_ =
	(1)	Range of transmitter and quality of reception adequate?	☐Yes	□No
	(2)	Consolette in a location for effective monitoring and use?	☐Yes	□No
4. R	ADIO	- DISPATCH OFFICE EVALUATED ACTION REQUIRED NONe	CORRECTEE)
а	. Su	pervision		
	(1)	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐Yes	□No
	(2)	Is supervision effective?	☐Yes	□No
	(3)	Is shift staffing appropriate?	☐Yes	□No
		(a) Are PSDs performing routine clerical jobs?	☐Yes	□No
	(4)	Does scheduling for PSDs provide for individual as well as operational needs?	☐Yes	□No
		(a) Is vacation scheduling adequate?	☐Yes	□No
		(b) Are lunch and rest breaks appropriately arranged?	☐Yes	□No
		(c) Is there relief for solo PSDs?	☐Yes	□No
	(5)	Are leave credits (including use of sick leave) managed properly?	☐Yes	□No
		(a) Is there any evidence of sick leave abuse by employees?	☐Yes	□No
		(b) Is a sick leave tracking system in place?	□Yes	□No
b.	Tra	ning		
	(1)	Are new PSDs assigned training with a certified Communications Training Specialist?	☐Yes	□No
		(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	Yes	□No
	(2)	Does the PSDS fully participate in the training process?	☐Yes	□No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐Yes	□No
	(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	Yes	□No
	(5)	Does the Communications Center conduct frequent and ongoing training?	□Yes	□No
		(a) Are agendas and minutes prepared?	☐Yes	□No

COMMUNICATIONS SYSTEMS

c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	□Yes	□No
(b) Capabilities sufficient?	□Yes	☐ No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept to a minimum?	☐Yes	□No
(e) Are trouble reporting requirements met?	☐Yes	□No
(2) Are personnel aware of the full capability of the radio equipment?	☐Yes	□No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	□No
(a) Sufficient space available for reference materials?	Yes	□No
(b) Maps current?	☐Yes	□No
(c) Reference material convenient for PSDs?	☐Yes	□No
(d) Is knowledge of reference material apparent?	☐Yes	□No
(2) Is the appearance of the Communications Center businesslike?	☐Yes	□No
(a) Is access limited to avoid distractions to PSDs?	Yes	□No
(b) Does each PSD have a location for storage of personnel items?	☐Yes	□No
(3) Is lighting adequate?	☐Yes	□No
(4) Have background noise-dampening materials been installed?	☐Yes	□No
(5) Is heating and cooling adequate?	☐Yes	□No
(6) Are restrooms located nearby?	Yes	□No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐Yes	□No
(a) Are procedures current and adequate?	☐Yes	□No
f. Records		
(1) Are message logs/radio cards legible?	☐Yes	□No
(a) Are they used properly?	Yes	□No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	□No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐Yes	□No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐Yes	□No

ÇI II	453P (Rev. 7-06) OPI 009		
	(5) Does the filing system allow information to be easily retrieved?	☐Yes	□No
	(6) Is too much or too little information being logged?	□Yes	□No
	(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐Yes	□No
g	. Effectiveness		
	(1) Are PSDs proficient?	☐ Yes	□No
	(2) What is the overall quality of the dispatch operation?		
		5911	
	(3) Is staffing sufficient?	☐Yes	□No
h	. Equipment Room		
	(1) Is the room being used for storage of anything other than communications equipment?	☐ Yes	□No
	(2) Is the room clean?	☐Yes	□No
	(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐Yes	□No
	(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	Yes	□No
	(5) Is electrical equipment protected by an uninterrupted power source?	☐Yes	□No
	(6) Is there a procedure in place for testing emergency back-up power sources?	☐Yes	□No
i,	Generator Room		
	(1) Do you have a generator room?	☐Yes	□No
	(2) Is the generator room used for storage?	☐ Yes	□No
	(3) If used for storage, are items flammable?	☐ Yes	□No
	(4) Is generator easily accessible?	☐Yes	□No
5. R	ADIO DISPATCH - EMERGENCY INCIDENT OPERATION EVALUATED ACTION REQUIRED None	CORRECTED	0)
a.	Responsibilities		
	(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐Yes	□No
	(2) Are required notifications made by communications personnel?	☐Yes	□No
	(3) If assigned, what is the function of the watch officer?		
	(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	□Yes	□No
b.	Procedures N A		
	(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐Yes	□No

COMMUNICATIONS SYSTEMS

	4001 (104. 1-00) 01 1 000		
	(2) Procedures current, adequate and clear?	☐ Yes	□No
	(3) Are there established evacuation procedures?	☐Yes	□No
	(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	□Yes	□No
C.	Reference Material		
	(1) Does the dispatch office maintain an emergency incident library?	Yes	□No
	(a) Is the reference material current?	□Yes	□No
	(b) Who maintains the library?		
	(c) Do communications personnel know how to obtain reference material?	Yes	□No
	(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	□Yes	□No
	(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐Yes	□No
d.	Public Safety Dispatch Supervisor		
	(1) Does the supervisor become actively involved during emergency incidents?	□Yes	□No
	(2) Does the supervisor participate in post-incident critiques?	☐Yes	□No
	(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	□No
e.	Documentation Procedures NIA		
	(1) Does the SOP contain procedures for documentation of emergency incidents?	Yes	□No
	(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
	(3) Do Communications Center personnel provide input for post-incident critiques?	☐Yes	□No
	(4) Who is responsible for preparation of After Action Reports?		
f.	Training		
	(1) Has training been provided to communications personnel in emergency incident procedures?	☐Yes	□ No
	(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐Yes	□No
	(a) Has all training been documented?	☐Yes	□No
	(3) Is there an understanding of the CHP incident command function?	☐Yes	□No
	(4) Has a priority list for personnel training been established?	☐ Yes	□No
	(5) Who coordinates the training?		

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
DPS N	PSD	14
Inspected by:		Date:
Sergeant Cor	nie Lambres	03/26/2010

Page 1 of 2

INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, con	Inspection docume	on number. Under "Forw ent shall be utilized to doc	ard to:" enter the ne cument innovative pr	ill in the blanks as indicated. Enter the chapter ext level of command where the document factices, suggestions for statewide e used if additional space is required.	
TYPE OF INSPECTION Division Level Command Level Executive Office Level		Total hours expended on the inspection: 2 hours		☐ Corrective Action Plan Included ☐ Attachments Included	
Follow-up Required:	Forwa	rd to:	R. J. OKASHIMA, C.	APTAIN	
⊠ Yes □ No	Due D	ate:	03/29/2010		
Chapter Inspection: 14					
Inspector's Comments Regar	ding Ir	nnovative Practices).		
N/A Command Suggestions for St	tatewic	de Improvement: N	ONE		
None					
Inspector's Findings:					
Assessment Unit (TAU) which	asses /iduals tificatio	ses threats against who express displ on on the phones w	t elected official easure with ou vithin the Unit.	r elected officials. Unfortunately, Caller ID would prove to be	
Commander's Response:	Concu	r or 🗌 Do Not Con	cur (Do Not Cond	cur shall document basis for response)	
DPS will contact Telecommunications Section to determine if adding caller ID to the TAU phone systems a possibility.					
Inspector's Comments: Shall a etc.)	address	non concurrence by c	ommander (e.g., fi	indings revised, findings unchanged,	

COMMAND INSPECTION PROGRAM

EXCEPTIONS DOCUMENT

Page 2 of 2

Command: DPS N	Division: PSD	Chapter:
Inspected by: Sergeant Co	nnie Lambres	Date: 03/26/2010

Required Action	TS KS capital M	
Corrective Action Plan/Timeline		
None		

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	1 DATE 4 S IO
	INSPECTOR'S SIGNATURE	4/2/10
Reviewer discussed this report with employee	REVIEWER'S SIGNATURE	DATE*
☐ Concur ☐ Do not concur		

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
GPD-N	PSD	026
EVALUATED BY	ma Cox ox	DATE 3/9/10
recen	eda cex, or	3/9/10

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

Formal E		nal Evaluation	SUSPENSE DATE 03/29/2010			
FOLLOW-UP REC	☑ No	☐ Correction Report	COMMANDER'S REVIEW	elma	DATE 4/5	lio
1. TELEPH	ONE		03/08/2010	ACTION REQUIRED NONE	CORRECTED	
a. Is the	Area's telephone syste	m efficient and effective?			✓ Yes	□No
(1) A	re telephone locations i	peneficial to the operation?			✓ Yes	□No
(2) A	re there a sufficient num	nber of lines?			✓ Yes	□No
(3) H	las any planning been u	ndertaken to address replacement	or upgrading?		✓ Yes	□No
b. Is cal	answering efficient and	l effective?			✓ Yes	□No
(1) V	vho is responsible for ar	nswering calls? OFFICE TECHN	IICIAN AND OFFICE A	SSISTANT		
(2) V	/ho answers additional	incoming calls to ensure prompt pu	blic service? OFFICER	S		
	-117					
(8) How is the need for a	answering additional incoming calls	recognized? WHEN A	LINE RINGS MORE	THAN TW	/ICE AN
	OFFICER ANSWE	RS THE INCOMING LINE				
(3) H	ow are calls handled af	ter business hours? THE OFFIC	E PHONE IS ROLLED O	OVER TO CAPITOL D	ISPATCH	
(a) Do tape recorded me	essages contain sufficient informati	on to give guidance to the	public?	✓ Yes	□No
(4) A	re callers greeted prope	·			✓ Yes	□No
c. Are ro	ad and weather condition	ons provided?			☐ Yes	✓ No
(1) Is	the employee who prov	vides road and weather information	given up-to-date informa	tion?	☐ Yes	□No
(a) If a tape-recorded me	essage is issued, is it updated with	the most current informa	tion available?	☐ Yes	□No
	re alternative sources, s eather bureau telephone	uch as the Caltrans Highway Inform e number, provided?	nation Network "800" nur	nber and	☐ Yes	✓No
d. Does	he commander require	long distance calls to be logged?			Yes	☑ No
e. Are O	perational Dial Telephor	ne (ODT), or "green phone" lines of	sufficient quantity?	NA	☐Yes	□No
				-		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

(1)	Is use restricted to operational and emergency communications?	☐ Yes	□No
(2)	Are ODT directories made available to those with an ODT line?	Yes	□No
Wh	o is assigned telephone calling cards? LT. STORY HAS HAD A CALLING CARD SINCE 2001 AND H.	AS NEVER	USED IT
(1)	Are calls logged?	☐ Yes	□No
(2)	Are telephone billings reviewed for accuracy and potential abuse?	☐Yes	□No
(3)	Is use appropriate?	Yes	□No
. Wh	to answers calls on Telecommunications Device for the Deaf (TDD)? TDD calls are handled by the Californ	nia Relay S	ervice. The
CF	S agents translate for hearing/speech impaired via TT or TDD equipment. CHP Dispatch Centers are capable	ole of assist	ing the CRS.
(1)	Are procedures and requirements to communicate with persons with hearing or speech disabilities understood?	✓ Yes	□No
(2)	When was the last time the TDD was tested to ensure proper functioning?		
Are	procedures in place to acquire services of interpreters for non-English languages and American Sign		
			□No
			□No
		✓ Yes	□No
(2)			<u> </u>
(0)			☑ No
(3)			□No
			□No
_			□ No
		ASSIGNEI	A CELL
PH	ONE		
(1)	Does use comply with policy?	✓ Yes	□No
(2)	How is maintenance and repair handled? PROBLEMS ARE REFERRED TO SGT, DEAN BOGIOS. HE	THEN MA	KES
	ARRANGEMENTS WITH TELECOMMUNICATIONS SECTION AND/OR DIVISION FOR REPAIR OF	R REPLACI	EMENT
(3)		✓ Yes	□No
ANA	GEMENT INFORMATION SYSTEM (MIS) EVALUATED ACTION REQUIRED NONE	CORRECTED	
Per	sonnel		
(1)	Are all MIS equipment operators authorized?	✓ Yes	□No
	(a) What specific employee(s) is held accountable for data entry? BARBARA COX, OT AND JANICE	CROCENZ	I, OA
	(2) . Wh (1) (2) (3) . Wr (1) (2) . Are (1) (1) (2) (1) (1) (1) (1) (1) (1) (1) (1) (1) (1	(1) Are calls logged? (2) Are telephone billings reviewed for accuracy and potential abuse? (3) Is use appropriate? Who answers calls on Telecommunications Device for the Deaf (TDD)? TDD calls are handled by the Californ CRS agents translate for hearing/speech impaired via TT or TDD equipment. CHP Dispatch Centers are capated to the procedures and requirements to communicate with persons with hearing or speech disabilities understood? (2) When was the last time the TDD was tested to ensure proper functioning? Are procedures in place to acquire services of interpreters for non English languages and American Sign Language? Are personnel familiar with the telephone system and related equipment? (1) Can programmed functions and features be used efficiently? (2) Who is authorized to program telephones? TELECOMMUNICATIONS SECTION (a) Has special training been received? (3) Are speed dial numbers programmed? (a) Is the list updated/kept current? (4) Telephone management informational statistical reports reviewed and filed? Where are assigned cellular telephones located? EACH OFFICER, SERGEANT AND LIEUTENANT ARE ARRANGEMENTS WITH TELECOMMUNICATIONS SECTION AND/OR DIVISION FOR REPAIR OF ARRANGEMENTS WITH TELECOMMUNICATIONS SECTION AND/OR DIVISION FOR REPAIR OF ARRANGEMENTS WITH TELECOMMUNICATIONS SECTION AND/OR DIVISION FOR REPAIR OF ARRANGEMENT INFORMATION SYSTEM (MIS) Personnel (1) Are all MIS equipment operators authorized?	(2) Are ODT directories made available to those with an ODT line? Who is assigned telephone calling cards? L.T. STORY HAS HAD A CALLING CARD SINCE 2001 AND HAS NEVER (1) Are calls logged? (2) Are telephone billings reviewed for accuracy and potential abuse? (3) Is use appropriate? (4) Who answers calls on Telecommunications Device for the Deaf (TDD)? TDD calls are handled by the California Relay St. (5) CRS agents translate for hearing/speech impaired via TT or TDD equipment. CHP Dispatch Centers are capable of assist. (1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood? (2) When was the last time the TDD was tested to ensure proper functioning? Are procedures in place to acquire services of interpretere for non English languages and American Sign Language? Are personnel familiar with the telephone system and related equipment? (3) Are procedures in place to acquire services of interpretere for non English languages and American Sign Language? (4) Can programmed functions and features be used efficiently? (5) Who is authorized to program telephones? TELECOMMUNICATIONS SECTION (a) Has special training been received? (b) Is the list updated/kept current? (c) Yes (d) Telephone management informational statistical reports reviewed and filed? PHONE (d) Telephone management informational statistical reports reviewed and filed? PHONE (e) How is maintenance and repair handled? PROBLEMS ARE REFERRED TO SGT. DEAN BOGIOS. HE THEN MAI ARRANGEMENTS WITH TELECOMMUNICATIONS SECTION AND/OR DIVISION FOR REPAIR OR OR DIVISION FOR REPAIR OR OR DIVISION FOR REPAIR OR RE

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

-						
			(b) Is there an MIS-trained alternate?		☐ Yes	✓ No
			(c) Are supervisors MIS-trained?		✓ Yes	□No
			(d) Are all operators proficient?	1	✓ Yes	□No
		(2)	Has a background check been performed on those MIS operators havi Enforcement Telecommunications System (CLETS)?	ng access to the California Law	✓ Yes	□No
		(3)	Has a Department of Justice audit of Area's criminal records taken place	e?	Yes	✓ No
			(a) If problems have been identified by the audit process, what correct	ive action has been initiated?		
	b.	Mes	ssages			
		(1)	Is the comm-net system being used to the fullest extent possible?		✓ Yes	□No
		(2)	Are messages formatted properly?		✓ Yes	□No
		(3)	Are all transmitted messages authorized?		✓ Yes	□No
		(4)	How frequently are incoming messages checked? AT LEAST EVER	Y 15 MINUTES		
	1	(5)	Is distribution and filing of MIS messages efficient?		✓ Yes	□No
			(a) Is the commander notified of significant messages after regular but	siness hours?	✓ Yes	□No
	C.	Equi	ipment			
	((1)	Adequate and properly located?		✓ Yes	□No
			(a) Messages visible to the public?		☐Yes	✓ No
	((2)	Noise or heat problem?		☐ Yes	✓ No
	((3)	Have arrangements for after-hours maintenance been made (e.g., pape	r supply, power source, etc.)?	✓ Yes	□No
	((4)	Is there proper security to counter unauthorized use?		✓ Yes	□No
	(5)	Is there employee awareness and an established protocol to prevent sp	illing liquids onto the keyboard?	Yes	□No
	d. I	Data	Entry and Evaluation			
	(1)	Is all data promptly and accurately entered?		✓ Yes	□No
		((a) Does time taken for data entry appear reasonable?		✓ Yes	□No
	(2) <i>i</i>	Are procedures outlined in Chapter 8 of HPG 40.72, Management Information of the process of the	nation System User's Guide, eport?	 ✓Yes	□No
		((a) How does the error rate compare to Division and statewide average	error rates? ONLY CHP 415	ENTRIES ARI	E ON THE
			REPORT; THERE ARE MINIMAL ERRORS			
3.	RAD	010 -	NONDISPATCH OFFICE EVALUATED 03/08/201	ACTION REQUIRED NONE	CORRECTED	
_	a. F	Radio	o Use			
	('	1) I	s use of the Area's base station beneficial?	NA	☐Yes	□No
-						

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

		(a) What are some of the uses? GPD-N has no base station. Day to day radio operations are carried our	t using Moto	tola
		MT-2000 radios capable of portable - to - portable or portable - to - repeater transmission. Therefore	e, GPD perso	onnel may
		communicate statewide using the MT-2000 radio.		
	(2)	Is the use appropriate?	✓ Yes	□No
	(3)	Is there any interference with dispatch point operations?	✓ Yes	□No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	✓ Yes	□No
b.	Eff	ficiency		
	(1)	Range of transmitter and quality of reception adequate?	✓ Yes	□ No ⊨
	(2)	Consolette in a location for effective monitoring and use?	Yes	□No
4. R	ADIC	D - DISPATCH OFFICE EVALUATED N/A	CORRECTED	
a.	Su	pervision		
	(1)	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	□No
	(2)	Is supervision effective?	☐ Yes	□No
	(3)	Is shift staffing appropriate?	☐ Yes	☐ No
		(a) Are PSDs performing routine clerical jobs?	☐ Yes	□No
	(4)	Does scheduling for PSDs provide for individual as well as operational needs?	☐Yes	□No
		(a) Is vacation scheduling adequate?	☐ Yes	□ No
		(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	□No
		(c) Is there relief for solo PSDs?	☐Yes	□No
	(5)	Are leave credits (including use of sick leave) managed properly?	☐Yes	□No
		(a) Is there any evidence of sick leave abuse by employees?	Yes	□No
		(b) Is a sick leave tracking system in place?	☐ Yes	□No
b.	Tra	ining		
	(1)	Are new PSDs assigned training with a certified Communications Training Specialist?	☐Yes	□No
		(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐Yes	□No
	(2)	Does the PSDS fully participate in the training process?	☐ Yes	□No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	□No
	(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	□Yes	□No
	(5)	Does the Communications Center conduct frequent and ongoing training?	☐ Yes	□No
		(a) Are agendas and minutes prepared?	☐ Yes	□No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

_				
C	. E	quipment		
	(1) What is the condition of the radio equipment?		
		(a) Need of replacement?	☐ Yes	□No
	90	(b) Capabilities sufficient?	☐ Yes	□No
		(c) Who authorizes repairs?		
		(d) Has repair overtime been kept to a minimum?	☐ Yes	□No
		(e) Are trouble reporting requirements met?	☐Yes	□No
	(2)	Are personnel aware of the full capability of the radio equipment?	☐ Yes	□No
d	. Co	ommunications Center		
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	☐Yes	□No
		(a) Sufficient space available for reference materials?	Yes	□No
		(b) Maps current?	☐ Yes	□No
		(c) Reference material convenient for PSDs?	☐ Yes	□No
		(d) Is knowledge of reference material apparent?	Yes	□No
	(2)	Is the appearance of the Communications Center businesslike?	☐ Yes	□No
		(a) Is access limited to avoid distractions to PSDs?	☐ Yes	□No
		(b) Does each PSD have a location for storage of personnel items?	☐ Yes	□No
	(3)	Is lighting adequate?	☐ Yes	□No
	(4)	Have background noise-dampening materials been installed?	☐ Yes	□No
	(5)	Is heating and cooling adequate?	☐ Yes	□No
	(6)	Are restrooms located nearby?	☐ Yes	□No
e.	Pro	ocedures		
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	□No
		(a) Are procedures current and adequate?	☐Yes	□No
f.	Rec	ords		
	(1)	Are message logs/radio cards legible?	☐Yes	□No
		(a) Are they used properly?	☐ Yes	□No
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	□No
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	□No
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **COMMUNICATIONS SYSTEMS**

	-1001	(1/ev. 7-00) Of 1 003				
	(5)	Does the filing system allow information to be easily retrieved?			☐ Yes	□No
	(6)	Is too much or too little information being logged?			Yes	□No
	(7)	Are PSDs aware of the importance of accurate monthly telephone and radio	volume	data reports?	☐Yes	□No
ç	g. Eff	fectiveness				
	(1)	Are PSDs proficient?			☐ Yes	□No
	(2)	What is the overall quality of the dispatch operation?				
	(3)	Is staffing sufficient?			☐ Yes	□No
r	ı. Eq	uipment Room				
	(1)	Is the room being used for storage of anything other than communications e	quipme	nt?	☐ Yes	□No
	(2)	Is the room clean?			☐ Yes	□No
	(3)	Is cabling for radios and telephones in disarray or maintained in protective of	onduit?		☐ Yes	□No
	(4)	Are procedures for reporting malfunctions in place, and are they understood	by emp	toyees?	Yes	□No
	(5)	Is electrical equipment protected by an uninterrupted power source?			☐ Yes	□No
	(6)	Is there a procedure in place for testing emergency back-up power sources	?		☐ Yes	□No
i.	Ger	Generator Room				
	(1)	Do you have a generator room?			☐ Yes	□No
	(2)	Is the generator room used for storage?			☐ Yes	□ No
	(3)	If used for storage, are items flammable?			☐ Yes	☐ No
	(4)	Is generator easily accessible?			☐ Yes	□No
5. R	ADIO	DISPATCH - EMERGENCY INCIDENT OPERATION N/A		ACTION REQUIRED	CORRECTED)
а	. Res	sponsibilities				
	(1)	Is there an awareness among employees of the Department's responsibility state agency coordination at emergency/hazardous materials incidents?	for incid	ent command and	Yes	□No
	(2)	Are required notifications made by communications personnel?			☐ Yes	□No
	(3)	If assigned, what is the function of the watch officer?				
	(4)	Are communications personnel familiar with HPM 50.1, Emergency Incident Operations Manual?	Manage	ement Planning &	☐Yes	□No
b.	Pro	cedures				
	(1)	Have dispatch operation emergency procedures been incorporated into a So	OP?		Yes	□No
		(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Manager Manual?	ment Pla	nning & Operations	☐ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	(2)	Procedures current, adequate and clear?	☐ Yes	□No
	(3)	Are there established evacuation procedures?	☐ Yes	□No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	Yes	□No
С	Re	ference Material		
	(1)	Does the dispatch office maintain an emergency incident library?	☐ Yes	□No
		(a) Is the reference material current?	☐ Yes	□No
		(b) Who maintains the library?		
		(c) Do communications personnel know how to obtain reference material?	☐Yes	□No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐Yes	□No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐Yes	□No
d	Pu	blic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	☐Yes	□No
	(2)	Does the supervisor participate in post-incident critiques?	☐Yes	□No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	☐Yes	□No
e.	Do	cumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	☐Yes	□No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
	(3)	Do Communications Center personnel provide input for post-incident critiques?	Yes	□No
	(4)	Who is responsible for preparation of After Action Reports?		
f.	Trai	ining		
	(1)	Has training been provided to communications personnel in emergency incident procedures?	Yes	□No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	□No
		(a) Has all training been documented?	☐ Yes	□No
	(3)	Is there an understanding of the CHP incident command function?	Yes	□No
	(4)	Has a priority list for personnel training been established?	☐ Yes	□No
	(5)	Who coordinates the training?		

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Command: GPD-N	Division:	Chapter:
GPD-N	PSD	CHAPTER 14
Inspected by:	Date:	
Barbara Cox, O	03/08/2010	

Page 1 of 3

INSTRUCTIONS: This document shall I number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, co	Inspections docume	on number. Under "Forw ent shall be utilized to doc	rard to:" enter the nex cument innovative pr	Ill in the blanks as indicated. Enter the chapter at level of command where the document actices, suggestions for statewide a used if additional space is required.			
TYPE OF INSPECTION Division Level Command I Executive Office Level	Level	Total hours expende inspection: 2.5 HOURS	d on the	☐ Corrective Action Plan Included ☐ Attachments Included			
Follow-up Required:	Forwa		R. J. OKASHIMA, CA 03/29/2010	APTAIN			
Chapter Inspection: HPG 22 Inspector's Comments Regardequipment and systems negative.	rding Ir	nnovative Practices	s: Set guideline				
Command Suggestions for S	Command Suggestions for Statewide Improvement: None						
Inspector's Findings: All com	munica	ations systems use	d appropriately	and proficiently.			
Commander's Response: 💢	Concu	ır or □ Do Not Cor	ncur (Do Not Conc	cur shall document basis for response)			

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Page 2 of 3

Command: Division: Chapter: CHAPTER 14
Inspected by: Date: 03/08/2010

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Page 3 of 3

Command:	Division:	Chapter:
GPD-N	PSD	CHAPTER 14
Inspected by:	•	Date:
Barbara Cox, O	03/08/2010	

•	
Required Action	。 《大學····································
Corrective Action Plan/Timeline	

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	INSPECTOR'S SIGNATURE Sarlara OX OT	DATE DATE 03/09/2010
Reviewer discussed this report with employee Concur Do not concur	REVIEWER'S SIGNATURE	DATE

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
GPD/DPS	PSD	027/024
EVALUATED BY		DATE
Sgt. Brett Axton	12349	03/16/2010

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPEO	C EV	ALUATION					
	Formal Evaluation Informal Evaluation			SUSPENSE DATE			
FOLLOW		REQUIRED No	☐ Correction Report	COMMANDER'S REVIEW	lectua	DATE 4/5	110
1. TE	LEI	PHONE		03/16/2010	ACTION REQUIRED	CORRECTE N/A	D
a.	ls ·	the Area's telephone syst	em efficient and effective?			✓ Yes	□No
	(1)	Are telephone locations	beneficial to the operation?			✓ Yes	□No
	(2)	Are there a sufficient nu	mber of lines?			✓ Yes	□No
	(3)	Has any planning been	undertaken to address replacem	ent or upgrading?		☐ Yes	☑ No
b,	ls (call answering efficient an	d effective?			✓ Yes	□No
	(1)	Who is responsible for a	answering calls? Office Asst. (Colleen Mitchell A10583	and Office Tech Magd	aline Lacross	e A13388,
	(2)	Who answers additional	incoming calls to ensure prompt	t public service? Unifor	med personnel in the of	fice.	
		(a) How is the need for	answering additional incoming of	calls recognized? Ackno	owledging the Office pe	rsonnel are ui	nable to
		answer the phone a	at the time additional calls are re	ceived.			
	(3)	How are calls handled a	fter business hours? Answerin	g machine.			
				100000	(60 A 17 A		
		(a) Do tape recorded m	essages contain sufficient inform	nation to give guidance to	o the public?	✓ Yes	□No
	(4)	Are callers greeted prop	erly?			✓ Yes	□No
C.	Are	road and weather conditi	ons provided?			☐Yes	✓ No
	(1)	Is the employee who pro	vides road and weather informat	tion given up-to-date info	rmation?	☐ Yes	□No
		(a) If a tape-recorded m	nessage is issued, is it updated w	vith the most current info	rmation available?	☐ Yes	□No
((2)	Are alternative sources, weather bureau telephon	such as the Caltrans Highway In e number, provided?	formation Network "800"	number and	✓ Yes	□No
d.	Doe	es the commander require	long distance calls to be logged	!?		☐Yes	☑ No
е. и	Аге	Operational Dial Telepho	ne (ODT), or "green phone" lines	s of sufficient quantity?	NA	☐ Yes	□No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

	(a) What specific employee(s) is held accountable for	or data entry? Colleen M	itchell.		
(1)	Are all MIS equipment operators authorized?				□No
	rsonnel				
MANA	GEMENT INFORMATION SYSTEM (MIS)	03/16/2010	No No	CORRECTED N/A	
(3)	Are billings reviewed and approved?	EVALUATED	Legron promise	☑ Yes	□No
(2)	How is maintenance and repair handled? Through	telecommunications section	1.		
(1)	Does use comply with policy?		111111	✓ Yes	□No
j. vvii	ere are assigned cellular telephones located? With t	he assigned uniformed per	sonnel.		
(4)	The state of the s			✓ Yes	□ No
(4)	(a) Is the list updated/kept current?			✓ Yes	□ No
(3)	Are speed dial numbers programmed?			✓ Yes	□ No
	(a) Has special training been received?			☐ Yes	✓ No
(2)	The state of the s	e person has specific autho	rization.		
(1)				✓ Yes	□ No
i. Are	e personnel familiar with the telephone system and rela			✓ Yes	□No
La	re procedures in place to acquire services of interprete anguage?		es and American Sign	✓ Yes	□No
(2)) When was the last time the TDD was tested to ensu	re proper functioning? 03	3/16/2010		
(1)) Are procedures and requirements to communicate v understood?	with persons with hearing o	r speech disabilities	✓ Yes	□No
g. W	/ho answers calls on Telecommunications Device for th	ne Deaf (TDD)? State of o	California		
(3) Is use appropriate?			☐ Yes	□No
(2) Are telephone billings reviewed for accuracy and po	tential abuse?		☐ Yes	□No
(1) Are calls logged?			☐ Yes	□ No
1. **	The is assigned telephone calling cards? No one in this	is office.			
	Are ODT directories made available to those with are ho is assigned telephone calling cards? No one in this			☐ Yes	□ N

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

0111	1001	(1.64.1.00) 01.1.000				
		(b) Is there an MIS-trained alternate?			✓ Yes	□No
		(c) Are supervisors MIS-trained?			✓ Yes	□No
		(d) Are all operators proficient?			✓ Yes	□No
	(2)	Has a background check been performed on those MIS op Enforcement Telecommunications System (CLETS)?	erators having access to	the California Law	✓ Yes	□No
	(3)	Has a Department of Justice audit of Area's criminal record	ls taken place?		✓ Yes	□No
		(a) If problems have been identified by the audit process,	what corrective action ha	s been initiated?		
t	o. Me	essages				
	(1)	Is the comm-net system being used to the fullest extent por	ssible?		✓ Yes	□No
	(2)	Are messages formatted properly?			✓ Yes	□No
	(3)	Are all transmitted messages authorized?			✓ Yes	□No
	(4)	How frequently are incoming messages checked? Severa	l times during the day.			
	(5)	Is distribution and filing of MIS messages efficient?			✓ Yes	□No
		(a) Is the commander notified of significant messages after	r regular business hours	?	✓ Yes	□No
С	. Eq	uipment				
	(1)	Adequate and properly located?			✓ Yes	□No
		(a) Messages visible to the public?			☐ Yes	✓ No
	(2)	Noise or heat problem?			☐ Yes	✓ No
	(3)	Have arrangements for after-hours maintenance been mad	e (e.g., paper supply, po	wer source, etc.)?	✓ Yes	□No
	(4)	Is there proper security to counter unauthorized use?			✓ Yes	□No
	(5)	Is there employee awareness and an established protocol t	o prevent spilling liquids	onto the keyboard?	✓ Yes	□No
d	. Dat	ta Entry and Evaluation				
	(1)	Is all data promptly and accurately entered?			✓ Yes	□No
		(a) Does time taken for data entry appear reasonable?			✓ Yes	□No
	(2)	Are procedures outlined in Chapter 8 of HPG 40.72, Manag being followed to reconcile data entry with the Daily Transac	ement Information Systection/Error Report?	m User's Guide,	✓ Yes	□No
		(a) How does the error rate compare to Division and states	vide average error rates?	P Below the average.		
3. R	ADIO	- NONDISPATCH OFFICE	N/A	ACTION REQUIRED	CORRECTED	
a.	Rac	dio Use	1, //	<u> </u>	-1	
	(1)	Is use of the Area's base station beneficial?			☐ Yes	□No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

		(a) What are some of the uses?				
	(2)	Is the use appropriate?			☐ Yes	□No
	(3)	Is there any interference with dispatch point operations?			☐ Yes	□No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) con	sulted for their inpu	ut?	☐ Yes	□No
b	. Ef	îciency				
	(1)	Range of transmitter and quality of reception adequate?			☐ Yes	□No
	(2)	Consolette in a location for effective monitoring and use?			☐ Yes	□ No
4. F	ADIO	O - DISPATCH OFFICE	EVALUATED N/A	ACTION REQUIRED	CORRECTE	D
а	, Su	pervision				
	(1)	Is the supervisor or an alternate available to Public Safety D	ispatchers (PSDs)	?	☐ Yes	□No
	(2)	Is supervision effective?			☐ Yes	□No
	(3)	Is shift staffing appropriate?			☐ Yes	□No
		(a) Are PSDs performing routine clerical jobs?			☐ Yes	□No
	(4)	Does scheduling for PSDs provide for individual as well as o	pperational needs?		☐ Yes	□No
		(a) Is vacation scheduling adequate?			☐ Yes	□No
		(b) Are lunch and rest breaks appropriately arranged?			☐ Yes	□No
		(c) Is there relief for solo PSDs?			☐ Yes	□No
	(5)	Are leave credits (including use of sick leave) managed prop	perly?		☐ Yes	□No
		(a) Is there any evidence of sick leave abuse by employees	s?		Yes	□No
		(b) Is a sick leave tracking system in place?			☐ Yes	□No
b.	Tra	ining				
	(1)	Are new PSDs assigned training with a certified Communication	itions Training Spe	cialist?	☐ Yes	□No
		(a) Does the training specialist utilize HPG 60.4, Public Saf checklists, to train new PSDs?	ety Dispatchers Tr	aining Guide, including	☐ Yes	□No
	(2)	Does the PSDS fully participate in the training process?			☐ Yes	□ No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and	In-Service training	g as appropriate?	☐ Yes	☐ No
	(4)	Has the PSDS attended Nonuniformed Supervisory Training In-Service Training?	and Public Safety	Dispatch Supervisor	☐ Yes	□No
	(5)	Does the Communications Center conduct frequent and ong	oing training?		☐ Yes	□No
		(a) Are agendas and minutes prepared?			☐Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

-				
C	. Ec	uipment		
	(1)	What is the condition of the radio equipment?		
		(a) Need of replacement?	☐ Yes	□No
		(b) Capabilities sufficient?	☐ Yes	□No
		(c) Who authorizes repairs?		
		(d) Has repair overtime been kept to a minimum?	☐Yes	□No
		(e) Are trouble reporting requirements met?	☐ Yes	□No
	(2)	Are personnel aware of the full capability of the radio equipment?	☐ Yes	□No
d	Co	mmunications Center		
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	□No
		(a) Sufficient space available for reference materials?	∐ Yes	∐ No
		(b) Maps current?	☐ Yes	□No
		(c) Reference material convenient for PSDs?	☐ Yes	□ No
		(d) Is knowledge of reference material apparent?	☐ Yes	□No
	(2)	Is the appearance of the Communications Center businesslike?	☐ Yes	☐ No
		(a) Is access limited to avoid distractions to PSDs?	☐Yes	□No
		(b) Does each PSD have a location for storage of personnel items?	☐ Yes	□No
	(3)	Is lighting adequate?	☐ Yes	□No
	(4)	Have background noise-dampening materials been installed?	☐Yes	□No
	(5)	Is heating and cooling adequate?	☐ Yes	□No
	(6)	Are restrooms located nearby?	☐ Yes	□No
e,	Pro	cedures		
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	□No
		(a) Are procedures current and adequate?	☐ Yes	□No
f.	Rec	ords		
	(1)	Are message logs/radio cards legible?	☐ Yes	□No
		(a) Are they used properly?	☐ Yes	□ No
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	□No
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	□No
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CMF	4538	(Rev. 7-06) OPI 009				
	(5)	Does the filing system allow information to be easily retrieved	?		☐ Yes	□ No
	(6)	Is too much or too little information being logged?			☐ Yes	□No
	(7)	Are PSDs aware of the importance of accurate monthly teleph	one and radio volume	data reports?	Yes	□No
g	. Eff	ectiveness				
	(1)	Are PSDs proficient?			☐ Yes	□No
	(2)	What is the overall quality of the dispatch operation?				
-						
	(3)	Is staffing sufficient?			☐ Yes	□No
h	. Equ	uipment Room				
	(1)	Is the room being used for storage of anything other than com	munications equipmen	t?	☐ Yes	□No
	(2)	Is the room clean?			☐Yes	□No
	(3)	3) Is cabling for radios and telephones in disarray or maintained in protective conduit?				□No
	(4)	Are procedures for reporting malfunctions in place, and are the	oyees?	☐ Yes	□No	
	(5)	i) Is electrical equipment protected by an uninterrupted power source?				□No
	(6)	s) Is there a procedure in place for testing emergency back-up power sources?				□No
i.	Gen	erator Room		W		
	(1)	Do you have a generator room?			Yes	□No
	(2)	Is the generator room used for storage?			☐Yes	□ No
	(3)	If used for storage, are items flammable?			☐ Yes	□No
	(4)	Is generator easily accessible?			☐ Yes	□No
5. R	ADIO	DISPATCH - EMERGENCY INCIDENT OPERATION	VALUATED N/A	ACTION REQUIRED	CORRECTED	
a.	Res	ponsibilities		'	-	
	(1)	Is there an awareness among employees of the Department's state agency coordination at emergency/hazardous materials i		ent command and	☐ Yes	□No
	(2)	Are required notifications made by communications personnel	?		Yes	□No
	(3)	If assigned, what is the function of the watch officer?				
	(4)	Are communications personnel familiar with HPM 50.1, Emerg Operations Manual?	ency Incident Manage	ment Planning &	☐Yes	□No
b.	Prod	pedures				
	(1)	Have dispatch operation emergency procedures been incorpor	rated into a SOP?		☐ Yes	□No
		(a) Is the SOP in compliance with HPM 50.1, Emergency Inci- Manual?	dent Management Plai	nning & Operations	☐ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **COMMUNICATIONS SYSTEMS**

-				
	(2)	Procedures current, adequate and clear?	☐ Yes	□No
	(3)	Are there established evacuation procedures?	☐ Yes	□No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	□No
С	. Re	ference Material		
	(1)	Does the dispatch office maintain an emergency incident library?	☐ Yes	□No
		(a) Is the reference material current?	☐ Yes	□No
-		(b) Who maintains the library?		
		(c) Do communications personnel know how to obtain reference material?	☐ Yes	□No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	□No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐Yes	□No
d	. Pu	blic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	☐ Yes	□No
	(2)	Does the supervisor participate in post-incident critiques?	☐ Yes	□No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	□No
е	Do	cumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	☐Yes	□No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
	(3)	Do Communications Center personnel provide input for post-incident critiques?	☐Yes	□No
	(4)	Who is responsible for preparation of After Action Reports?		
f.	Trai	ning		
	(1)	Has training been provided to communications personnel in emergency incident procedures?	☐Yes	□No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	□No
		(a) Has all training been documented?	☐Yes	□No
	(3)	Is there an understanding of the CHP incident command function?	☐ Yes	□No
	(4)	Has a priority list for personnel training been established?	☐ Yes	□No
	(5)	Who coordinates the training?		

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
GPD/DPS	PSD	14
Inspected by: Sgt. Brett Axton	12349	Date: 03/16/2010

Page 1 of 2

INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, co	Inspection docume	on number. Under "Forw ent shall be utilized to doo	ard to:" enter the nex ument innovative pra	Il in the blanks as indicated. Enter the chapter kt level of command where the document actices, suggestions for statewide a used if additional space is required.
TYPE OF INSPECTION x Division Level Command Executive Office Level	Level	Total hours expender inspection:	d on the	☐ Corrective Action Plan Included☐ Attachments Included
Follow-up Required:	Forwa			
Chapter Inspection: Inspector's Comments Regard	rding Ir	nnovative Practices		
None. Command Suggestions for S Inspector's Findings: ALL COM				LATELY AUD PROFICIENTLY.
Commander's Response: 💢	Concu	ır or □ Do Not Cor	cur (Do Not Cond	cur shall document basis for response)
Inspector's Comments: Shall	address	non concurrence by c	ommander (e.g., fi	indings revised, findings unchanged,

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 2 of 2

Command:	Division:	Chapter:
GPD/DPS	PSD	14
Inspected by:		Date:
Sgt. Brett Axton 12349		03/16/2010

3			
Required Action			44.5
Corrective Action Plan/Timeline			

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	4/5/10
	Bret Olo	3/16/2010
Reviewer discussed this report with employee Do not concur	REVIEWER'S SIGNATURE	3/12/2010

Memorandum

Date:

April 20, 2010

To:

Protective Services Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Capitol Protection Section

File No.:

023.13295.11844

Subject:

FIRST QUARTER COMMAND INSPECTION

Capitol Protection Section (CPS) has completed its first quarter 2010 Command Inspection of the Section's Communications Systems. If you should have any questions regarding this inspection, please contact Sergeant Rick Campbell at (916) 322-3337.

RAP. CHIGLIERI, Captain

Commander

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER	
Capitol Protection	Protective Services	025	
EVALUATED BY		DATE	
Sergeant Rick Campbell, #13295		03/09/2010	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EV		formal Evaluation	SUSPENSE DATE 03/31/2010			
	P REQUIRED	☐ Correction Report	COMMANDER'S DEVIEW	10	04/2	0/10
1. TELE	PHONE		03/09/2010	ACTION REQUIRED	CORRECTED	>
a. Is	the Area's telephone sy	stem efficient and effective?		4	✓ Yes	□No
(1) Are telephone location	ns beneficial to the operation?			✓ Yes	□No
(2) Are there a sufficient	number of lines?			✓ Yes	□No
(3) Has any planning bee	en undertaken to address replaceme	ent or upgrading?		☐ Yes	✓ No
b. Is	call answering efficient	and effective?			✓ Yes	□No
(1)) Who is responsible fo	r answering calls? Office Assista	nt Denise Washington.			
(2,	Supervisor Gail Stuk	nal incoming calls to ensure prompt er and limited duty personnel when for answering additional incoming c ousy.	available.	sistant Candace Reid, re equipped to provide		
(3)		d after business hours? Capitol Pr			ng that direct	s callers how
	(a) Do tape recorded	messages contain sufficient inform	nation to give guidance to th	e public?	✓ Yes	□No
(4)) Are callers greeted pr	operly?			✓ Yes	□No
c. Ar	e road and weather cond	ditions provided?			☐Yes	✓ No
(1)) Is the employee who p	provides road and weather informat	ion given up-to-date informa	ation?	☐ Yes	□No
	(a) If a tape-recorded	I message is issued, is it updated w	rith the most current informs	ition available?	☐ Yes	□No
(2)		s, such as the Caltrans Highway In one number, provided?	formation Network "800" nu	mber and	✓ Yes	□No
d. Do	bes the commander requ	ire long distance calls to be logged	?		☐ Yes	☑ No
e. Are	e Operational Dial Telep	hone (ODT), or "green phone" lines	s of sufficient quantity?		✓ Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	(1)	Is use restricted to operational and emergency com	munications?		√ Yes	□No
	(2)	Are ODT directories made available to those with a	n ODT line?		✓ Yes	□No
1	f. Wh	o is assigned telephone calling cards? No personne	el within the Command are assi	gned calling cards.		
	(1)	Are calls logged?			☐ Yes	✓ No
	(2)	Are telephone billings reviewed for accuracy and po	otential abuse?		✓ Yes	□No
	(3)	Is use appropriate?			✓ Yes	□No
	g. W	o answers calls on Telecommunications Device for t	he Deaf (TDD)? All calls requ	niring TDD assistance	are transferred	l to the
	Ca	pitol Communications Center.				
	(1)	Are procedures and requirements to communicate understood?	with persons with hearing or sp	eech disabilities	✓ Yes	□No
	(2)	When was the last time the TDD was tested to ensu	ure proper functioning?			
ı		procedures in place to acquire services of interpretenguage?	ers for non-English languages a	nd American Sign	✓ Yes	□No
i	. Are	personnel familiar with the telephone system and rel	ated equipment?		✓ Yes	□No
	(1)	Can programmed functions and features be used e	fficiently?		✓ Yes	□No
	(2)	Who is authorized to program telephones? Inform	nation Management Division.			
		(a) Has special training been received?			☐ Yes	✓ No
	(3)	Are speed dial numbers programmed?			✓ Yes	□No
		(a) Is the list updated/kept current?			✓ Yes	□No
	(4)	Telephone management informational statistical rep	ports reviewed and filed?		Yes	□No
j	. Wh	ere are assigned cellular telephones located? Assig	gned cellular phones are kept w	ith the responsible emp	oloyee. A log	is
	m	intained with the Area's inventory to ensure the prop	per location/possessor of each c	ellular phone.		
	(1)	Does use comply with policy?			✓ Yes	□No
	(2)	How is maintenance and repair handled? Telecom	nmunications Section.			
	(3)	Are billings reviewed and approved?			Yes	□No
2. [MANA	GEMENT INFORMATION SYSTEM (MIS)	03/09/2010	ACTION REQUIRED	CORRECTED	0.5
a	ı. Pe	sonnel	Up and the state of the state o	1		
	(1)	Are all MIS equipment operators authorized?			✓ Yes	□No
		(a) What specific employee(s) is held accountable	for data entry? Office Assista	ant Denise Washington	enters CHP 2	215's into the
		MIS system and Office Services Supervisor G	Gail Stuker enters Comm-nets a	nd travel advances into	the MIS syst	em.

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

_						
		(b) Is there an MIS-trained alternate?			✓ Yes	□No
		(c) Are supervisors MIS-trained?			✓ Yes	□No
		(d) Are all operators proficient?			✓ Yes	□No
	(2	Has a background check been performed on those MIS Enforcement Telecommunications System (CLETS)		o the California Law	✓ Yes	□No
	(3	3) Has a Department of Justice audit of Area's criminal re-	cords taken place?		✓ Yes	□No
		(a) If problems have been identified by the audit proce	ess, what corrective action l	as been initiated?		
	b. N	Messages				
	(1	1) Is the comm-net system being used to the fullest extent	t possible?		✓ Yes	□No
	(2	2) Are messages formatted properly?			✓ Yes	□No
	(3	3) Are all transmitted messages authorized?			✓ Yes	□No
	(4	4) How frequently are incoming messages checked? Ho	ourly.			
	(5	5) Is distribution and filing of MIS messages efficient?			✓ Yes	□No
		(a) Is the commander notified of significant messages	after regular business hou	s?	✓ Yes	□No
	c. E	quipment				
	(1	Adequate and properly located?			✓ Yes	□No
		(a) Messages visible to the public?			✓ Yes	□No
	(2	2) Noise or heat problem?			☐ Yes	√ No
	(3	B) Have arrangements for after-hours maintenance been r	nade (e.g., paper supply, p	ower source, etc.)?	✓ Yes	□No
	(4	s) Is there proper security to counter unauthorized use?			✓ Yes	□No
	(5	5) Is there employee awareness and an established proto	col to prevent spilling liquid	s onto the keyboard?	✓ Yes	□No
	d. D	ata Entry and Evaluation				
	(1) Is all data promptly and accurately entered?			✓ Yes	□No
		(a) Does time taken for data entry appear reasonable?	•		✓ Yes	□No
	(2	 Are procedures outlined in Chapter 8 of HPG 40.72, Ma being followed to reconcile data entry with the Daily Tra 		tem User's Guide,	✓ Yes	□No
		(a) How does the error rate compare to Division and st	tatewide average error rate	s?		
3.	RADI	IO - NONDISPATCH OFFICE	03/09/2010	ACTION REQUIRED	CORRECTED)
	a. R	adio Use				
	(1)) Is use of the Area's base station beneficial?			☐Yes	☑ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

-	1001	(1/01.1 00) 011000		
		(a) What are some of the uses? An Area base station is located in the Capitol Protection Section Sergea	nt's Office.	The Area's
		base station is in working condition, however personnel generally never have a need to use it.		
	(2)	Is the use appropriate?	✓ Yes	□No
	(3)	Is there any interference with dispatch point operations?	☐Yes	✓ No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	✓ Yes	□No
b	. Eff	ciency		
	(1)	Range of transmitter and quality of reception adequate?	✓ Yes	□No
	(2)	Consolette in a location for effective monitoring and use?	✓ Yes	□No
4. F	RADIO	0 - DISPATCH OFFICE EVALUATED 03/09/2010 ACTION REQUIRED	CORRECTED)
a	Su	pervision		
	(1)	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	✓ Yes	□No
	(2)	Is supervision effective?	✓ Yes	□No
	(3)	Is shift staffing appropriate?	✓ Yes	□No
		(a) Are PSDs performing routine clerical jobs?	☐ Yes	✓ No
	(4)	Does scheduling for PSDs provide for individual as well as operational needs?	✓ Yes	□No
		(a) Is vacation scheduling adequate?	✓ Yes	□No
		(b) Are lunch and rest breaks appropriately arranged?	✓ Yes	□No
		(c) Is there relief for solo PSDs?	✓ Yes	□No
	(5)	Are leave credits (including use of sick leave) managed properly?	✓ Yes	□No
		(a) Is there any evidence of sick leave abuse by employees?	✓ Yes	□No
		(b) Is a sick leave tracking system in place?	✓ Yes	□No
b	Tra	ining		
	(1)	Are new PSDs assigned training with a certified Communications Training Specialist?	✓ Yes	□No
		(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	✓ Yes	□No
	(2)	Does the PSDS fully participate in the training process?	✓ Yes	□No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	✓ Yes	□No
	(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	✓ Yes	□No
	(5)	Does the Communications Center conduct frequent and ongoing training?	✓ Yes	□No
		(a) Are agendas and minutes prepared?	✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **COMMUNICATIONS SYSTEMS**

C.	Equipment						
	(1)	(1) What is the condition of the radio equipment? Radio Equipment is in working order, however it will be replaced in April 2010.					
		(a) Need of replacement?	✓ Yes	□No			
		(b) Capabilities sufficient?	✓ Yes	□No			
		(c) Who authorizes repairs? PSDS II with concurrence from Telecommunications Section.					
		(d) Has repair overtime been kept to a minimum?	✓ Yes	□No			
		(e) Are trouble reporting requirements met?	✓ Yes	□No			
	(2)	Are personnel aware of the full capability of the radio equipment?	✓ Yes	□No			
d.	Со	mmunications Center					
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	✓ Yes	□No			
		(a) Sufficient space available for reference materials?	✓ Yes	□No			
		(b) Maps current?	✓ Yes	□No			
		(c) Reference material convenient for PSDs?	✓ Yes	□No			
		(d) Is knowledge of reference material apparent?	✓ Yes	□No			
	(2)	Is the appearance of the Communications Center businesslike?	Yes	□No			
		(a) Is access limited to avoid distractions to PSDs?	✓ Yes	□No			
		(b) Does each PSD have a location for storage of personnel items?	✓ Yes	□No			
	(3)	Is lighting adequate?	✓ Yes	□No			
	(4)	Have background noise-dampening materials been installed?	✓ Yes	□No			
	(5)	Is heating and cooling adequate?	✓ Yes	□No			
	(6)	Are restrooms located nearby?	✓ Yes	□No			
e.	Pro	ocedures					
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	✓ Yes	□No			
		(a) Are procedures current and adequate?	✓ Yes	□No			
f.	Rec	ords					
	(1)	Are message logs/radio cards legible?	Yes	□No			
		(a) Are they used properly?	✓ Yes	□No			
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	✓ Yes	□No			
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐Yes	✓ No			
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	✓ Yes	□No			

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	(5)	Does the filing system allow information to be easily retrieved?	✓ Yes	□No		
	(6)	Is too much or too little information being logged?	☐ Yes	☑ No		
	(7)	Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	✓ Yes	□No		
g.	Eff	ectiveness				
	(1)	Are PSDs proficient?	✓ Yes	□No		
	(2)	What is the overall quality of the dispatch operation? Excellent.				
	(3)	Is staffing sufficient?	✓ Yes	□No		
h.	Eq	uipment Room				
	(1)	Is the room being used for storage of anything other than communications equipment?	✓ Yes	□No		
	(2)	Is the room clean?	✓ Yes	□No		
	(3)	Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☑ No		
	(4)	Are procedures for reporting malfunctions in place, and are they understood by employees?	✓ Yes	□No		
	(5)	Is electrical equipment protected by an uninterrupted power source?	✓ Yes	□No		
	(6)	Is there a procedure in place for testing emergency back-up power sources?	✓ Yes	□No		
i.	Ger					
	(1)	Do you have a generator room?	✓ Yes	□No		
	(2)	Is the generator room used for storage?	☐ Yes	✓ No		
	(3)	If used for storage, are items flammable?	Yes	☑ No		
	(4)	Is generator easily accessible?	✓ Yes	□No		
5. R	ADIO	DISPATCH - EMERGENCY INCIDENT OPERATION EVALUATED 03/09/2010 ACTION REQUIRED	CORRECTED	10.		
a.	Res	sponsibilities				
	(1)	Yes	□No			
	(2)	Are required notifications made by communications personnel?	✓ Yes	□No		
	(3)	If assigned, what is the function of the watch officer?				
		•				
	(4)	Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	✓ Yes	□No		
b.	b. Procedures					
	(1)	Have dispatch operation emergency procedures been incorporated into a SOP?	✓ Yes	□No		
	(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?			□No		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **COMMUNICATIONS SYSTEMS**

	(2)	Procedures current, adequate and clear?	✓ Yes	□No		
	(3)	Are there established evacuation procedures?	✓ Yes	□No		
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	✓ Yes	□No		
c.	Re	ference Material				
	(1)	Does the dispatch office maintain an emergency incident library?	✓ Yes	□No		
		(a) Is the reference material current?	✓ Yes	□No		
		(b) Who maintains the library?				
		(c) Do communications personnel know how to obtain reference material?	✓ Yes	□No		
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	✓ Yes	□No		
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	✓ Yes	□No		
d.	Pul	blic Safety Dispatch Supervisor				
	(1)	Does the supervisor become actively involved during emergency incidents?	✓ Yes	☐ No		
	(2)	Does the supervisor participate in post-incident critiques?	✓ Yes	□No		
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	✓ Yes	□No		
e.	Do	cumentation Procedures				
7	(1)	Does the SOP contain procedures for documentation of emergency incidents?	✓ Yes	□No		
	(2)	2) Who has responsibility for ensuring adequate documentation of an emergency incident? PSD on-duty and working the incident.				
	(3)	Do Communications Center personnel provide input for post-incident critiques?	✓ Yes	□No		
	(4)	Who is responsible for preparation of After Action Reports? PSDS II.				
f.	Trai	ning				
	(1)	Has training been provided to communications personnel in emergency incident procedures?	✓ Yes	□No		
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	✓ Yes	□No		
		(a) Has all training been documented?	✓ Yes	□No		
	(3)	Is there an understanding of the CHP incident command function?	✓ Yes	□No		
	(4)	Has a priority list for personnel training been established?	✓ Yes	□No		
	(5)	Who coordinates the training? PSDS II.		. 1124		

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

CPS PSD Chapter 14 Inspected by: Date: 03/09/2010

Chapter:

Division:

Page 1 of 2

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.						
TYPE OF INSPECTION ☑ Division Level ☐ Command Level ☐ Executive Office Level		Total hours expended on the inspection:		☐ Corrective Action Plan Included ☐ Attachments Included		
		4				
Follow-up Required:		rd to:				
☐ Yes	Due D	ate:				
Chapter Inspection:			12174.66			
Inspector's Comments Regar	ding Ir	novative Practices:				
None.						
Command Suggestions for St	tatewic	le Improvement:				
None.						
Inspector's Findings:						
This inspector's findings determined that Capitol Protection Section's Communications Systems, including the Capitol Communications Center are functioning at a high level and operating within policy.						
Commander's Response: ⊠ Concur or □ Do Not Concur (Do Not Concur shall document basis for response)						
I concur with the findings of the Inspector.						
Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)						

Command:

Not Applicable

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Page 2 of 2

Command:	Division: PSD	Chapter: Chapter 14
Inspected by: Sergeant Ri	ck Campbell	Date: 03/09/2010

:	
Required Action	
Corrective Action Plan/Timeline	
1	

No corrective actions were identified or required.

	1/50	
Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	DATE 04/20/10
(COC THI MI C. I., Chiapter o for appear procedures.)	INSPECTOR'S SIGNATURE	DATE 4/20/2010
Reviewer discussed this report with employee Concur Do not concur	REVIEWER'S SIGNATURE	DATE